

WHAT IS CLAIMED IS:

1. A method for routing a communication to a preferred device, comprising:
 - receiving information pertaining to a communication to a user from a calling party;
 - retrieving data corresponding to the user using the received information;
 - determining a preferred device of the user based on the retrieved data;
 - ascertaining whether the preferred device of the user requires a new mode of delivery; and
 - routing the communication to the preferred device of the user based on the ascertaining.
2. The method of claim 1, wherein retrieving data comprises:
 - accessing a database for call preference information corresponding to the user.
3. The method of claim 2, wherein the call preference information comprises an indication of a device to which communications should be forwarded.
4. The method of claim 2, wherein determining a preferred device comprises:
 - specifying the preferred device to be a device indicated in the call preference

information.

5. The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device to be a predetermined default device.

6. The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device to be a device last used by the user.

7. The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

8. The method of claim 1, comprising:

determining whether the user is associated with a do not disturb mode.

9. The method of claim 8, comprising:

routing the communication to voice mail based on a determination that the user is associated with a do not disturb mode.

10. The method of claim 1, wherein routing comprises:

forwarding the communication to the preferred device without changing a type of incoming data associated with the communication when the preferred device does not require a new mode of delivery.

11. The method of claim 1, wherein routing comprises:
changing a type of incoming data associated with the communication based on a determination that the preferred device requires a new mode of delivery; and
forwarding the communication to the preferred device after changing the type of incoming data.

12. The method of claim 11, wherein changing comprises:
sending a request for a new type of incoming data to a device associated with the calling party; and
receiving new incoming data with a data type matching the new type.

13. The method of claim 12, comprising:
providing the device associated with the calling party with a graphical interface for use in entering the new incoming data.

14. The method of claim 11, wherein changing comprises:
automatically converting incoming data associated with the communication to new incoming data with a new data type.

15. The method of claim 1, wherein ascertaining comprises:
determining whether incoming data associated with the communication has a
data type that is accepted by the preferred device.

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16. A method for routing a communication to a preferred device,
comprising:
receiving information pertaining to a communication to a user from a calling
party;
retrieving data corresponding to the user using the information pertaining to the
communication;
determining a preferred device of the user based on the retrieved data; and
routing the communication to the preferred device of the user.

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17. A method for routing a communication to a preferred device,
comprising:
receiving information pertaining to a communication to a user from a calling
party, the communication to the user being initiated by an action of the calling party on
a data network;
retrieving data corresponding to the user using the information;
determining a preferred device of the user based on the retrieved data;
initiating a first call to a device of the calling party;
initiating a second call to the preferred device of the user;
ascertaining whether the preferred device of the user requires a new mode of

delivery; and

connecting the first call and second call based on the ascertaining.

18. The method of claim 17, wherein the action comprises clicking on a hyperlink.

19. The method of claim 17, wherein retrieving data comprises: obtaining, from a database, call preference information corresponding to the user.

20. The method of claim 19, wherein the call preference information comprises an indication of a device to which communications should be forwarded.

21. The method of claim 19, wherein determining a preferred device comprises:

specifying the preferred device to be a device indicated in the call preference information.

22. The method of claim 17, wherein determining a preferred device comprises:

specifying the preferred device to be a predetermined default device.

23. The method of claim 17, wherein determining a preferred device

comprises:

specifying the preferred device to be a device last used by the user.

24. The method of claim 17, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

25. The method of claim 17, comprising:

retrieving data corresponding to the calling party; and

determining a preferred device of the calling party based on the retrieved data.

26. The method of claim 25, wherein retrieving data corresponding to the calling party comprises:

accessing a database for call preference information corresponding to the calling party.

27. The method of claim 26, wherein the call preference information corresponding to the calling party comprises an indication of a device to which communications to the calling party should be forwarded.

28. The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a device indicated in the call preference information.

29. The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a predetermined default device.

30. The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a device last used by the calling party.

31. The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party based on information reflecting a time period during which a particular device is the preferred device of the calling party.

32. The method of claim 17, wherein ascertaining comprises:

determining whether incoming data associated with the first call has a data type that is accepted by the preferred device of the user.

33. The method of claim 17, comprising:
determining whether the user is associated with a do not disturb mode.

34. The method of claim 33, comprising:
routing the first call to voice mail based on a determination that the user is
associated with a do not disturb mode.

35. The method of claim 17, wherein connecting comprises:
bridging the first call and second call without changing a type of incoming data
associated with the first call when the preferred device of the user does not require a
new mode of delivery.

36. The method of claim 17, wherein connecting comprises:
changing a type of incoming data associated with the first call based on a
determination that the preferred device requires a new mode of delivery; and
bridging the first call and the second call.

37. The method of claim 36, wherein changing comprises:
sending a request for a new type of incoming data to a preferred device of the
calling party; and
receiving new incoming data with a data type matching the new type.

38. The method of claim 37, comprising:

providing the preferred device of the calling party with a graphical interface for use in entering the new incoming data.

39. The method of claim 36, wherein changing comprises:
automatically converting incoming data associated with the first call to new incoming data with a new data type.

40. A method for routing a communication to a preferred device, comprising:
receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;
retrieving data corresponding to the user using the received information;
determining a preferred device of the user based on the retrieved data;
initiating a first call to a device of the calling party;
initiating a second call to the preferred device of the user; and
connecting the first call and second call.

41. A method for routing a communication to a preferred device, comprising:
receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;

retrieving data corresponding to the user using the received information;
determining a preferred device of the user based on the retrieved data;
sending information reflective of the preferred device to a device of the calling party, wherein the device of the calling party establishes communication with the preferred device.

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42. A method for looking up information pertaining to a user, comprising:
receiving a request for information pertaining to a user;
retrieving data corresponding to the user;
determining a state of at least one communication line associated with the user;
determining a preferred device of the user based on the state; and
providing information reflecting the preferred device based on the state.

43. The method of claim 42, comprising:
providing the state.

44. The method of claim 42, wherein retrieving data comprises:
accessing a database for call preference information corresponding to the user

45. The method of claim 44, comprising:
accessing information reflective of the state of the at least one communication line, the information reflective of the state being associated with the call preference information.

46. The method of claim 42, wherein determining a preferred device comprises:

determining the preferred device based on a determination that the state is other than unknown or do not disturb.

47. The method of claim 42, wherein providing information reflecting the preferred device comprises:

providing the information reflecting the preferred device based on a determination that the state is other than unknown or do not disturb.

48. The method of claim 43, comprising:
displaying an indicator reflective of the state on a device associated with an initiating party.

49. The method of claim 43, comprising:
displaying an indicator reflective of the state and an indicator reflective of the preferred device on a device associated with an initiating party.

50. The method of claim 42, comprising:
updating an address book to reflect current state and preferred device information.

51. The method of claim 42, comprising:
updating address books of customers having an entry corresponding to the user
to reflect current state and preferred device information.

52. An apparatus for routing a communication to a preferred device,
comprising:
means for receiving information pertaining to a communication to a user from a
calling party;
means for retrieving data corresponding to the user using information pertaining
to the communication;
means for determining a preferred device of the user based on the retrieved
data;
means for ascertaining whether the preferred device of the user requires a new
mode of delivery; and
means for routing the communication to the preferred device of the user based
on the ascertaining.

53. The apparatus of claim 52, the means for retrieving comprising:
means for accessing a database for call preference information corresponding to
the user.

54. The apparatus of claim 53, wherein the call preference information
comprises an indication of a device to which communications should be forwarded.

55. The apparatus of claim 53, the means for determining comprising:
means for specifying the preferred device to be a device indicated in the call
preference information.

56. The apparatus of claim 52, the means for determining comprising:
means for specifying the preferred device to be a predetermined default device.

57. The apparatus of claim 52, the means for determining comprising:
means for specifying the preferred device to be a device last used by the user.

58. The apparatus of claim 52, the means for determining comprising:
means for specifying the preferred device based on information reflecting a time
period during which a particular device is the preferred device.

59. The apparatus of claim 52, comprising:
means for determining whether the user is associated with a do not disturb
mode.

60. The apparatus of claim 59, comprising:
means for routing the communication to voice mail based on a determination that
the user is associated with a do not disturb mode.

61. The apparatus of claim 52, the means for routing comprising:
means for forwarding the communication to the preferred device without
changing a type of incoming data associated with the communication when the
preferred device does not require a new mode of delivery.

62. The apparatus of claim 52, the means for routing comprising:
means for changing a type of incoming data associated with the communication
based on a determination that the preferred device requires a new mode of delivery;
and
means for forwarding the communication to the preferred device after changing
the type of incoming data.

63. The apparatus of claim 62, the means for changing comprising:
means for sending a request for a new type of incoming data to a device
associated with the calling party; and
means for receiving new incoming data with a data type matching the new type.

64. The apparatus of claim 63, comprising:
means for providing the device associated with the calling party with a graphical
interface for use in entering the new incoming data.

65. The apparatus of claim 62, the means for changing comprising:
means for automatically converting incoming data associated with the

communication to new incoming data with a new data type.

66. The apparatus of claim 52, the means for ascertaining comprising:
means for determining whether incoming data associated with the
communication has a data type that is accepted by the preferred device.

67. An apparatus for routing a communication to a preferred device,
comprising:

means for receiving information pertaining to a communication to a user from a
calling party;

means for retrieving data corresponding to the user using the information
pertaining to the communication;

means for determining a preferred device of the user based on the retrieved
data; and

means for routing the communication to the preferred device of the user.

68. An apparatus for routing a communication to a preferred device,
comprising:

means for receiving information pertaining to a communication to a user from a
calling party, the communication to the user being initiated by an action of the calling
party on a data network;

means for retrieving data corresponding to the user using the information;

means for determining a preferred device of the user based on the retrieved

data;

means for initiating a first call to a device of the calling party;

means for initiating a second call to the preferred device of the user;

means for ascertaining whether the preferred device of the user requires a new mode of delivery; and

means for connecting the first call and second call based on the ascertaining.

69. The apparatus of claim 68, wherein the action comprises clicking on a hyperlink.

70. The apparatus of claim 68, the means for retrieving comprising:

means for accessing a database for call preference information corresponding to the user.

71. The apparatus of claim 70, wherein the call preference information comprises an indication of a device to which communications should be forwarded.

72. The apparatus of claim 70, the means for determining comprising:

means for specifying the preferred device to be a device indicated in the call preference information.

73. The apparatus of claim 68, the means for determining comprising:

means for specifying the preferred device to be a predetermined default device.

74. The apparatus of claim 68, the means for determining comprising:
means for specifying the preferred device to be a device last used by the user.

75. The apparatus of claim 68, the means for determining comprising:
means for specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

76. The apparatus of claim 68, comprising:
means for retrieving data corresponding to the calling party; and
means for determining a preferred device of the calling party based on the retrieved data.

77. The apparatus of claim 76, the means for retrieving data corresponding to the calling party comprising:
means for accessing a database for call preference information corresponding to the calling party.

78. The apparatus of claim 77, wherein the call preference information corresponding to the calling party comprises an indication of a device to which communications to the calling party should be forwarded.

79. The apparatus of claim 76, the means for determining a preferred

device of the calling party comprising:

means for specifying the preferred device of the calling party to be a device indicated in the call preference information.

80. The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party to be a predetermined default device.

81. The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party to be a device last used by the calling party.

82. The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party based on information reflecting a time period during which a particular device is the preferred device of the calling party.

83. The apparatus of claim 68, the means for ascertaining comprising:

means for determining whether incoming data associated with the first call has a data type that is accepted by the preferred device of the user.

84. The apparatus of claim 68, comprising:
means for determining whether the user is associated with a do not disturb mode.

85. The apparatus of claim 84, comprising:
means for routing the first call to voice mail based on a determination that the user is associated with a do not disturb mode.

86. The apparatus of claim 68, the means for connecting comprising:
means for bridging the first call and second call without changing a type of incoming data associated with the first call when the preferred device of the user does not require a new mode of delivery.

87. The apparatus of claim 68, the means for connecting comprising:
means for changing a type of incoming data associated with the first call based on a determination that the preferred device requires a new mode of delivery; and
means for bridging the first call and the second call.

88. The apparatus of claim 87, the means for changing comprising:
means for sending a request for a new type of incoming data to a preferred device of the calling party; and
means for receiving new incoming data with a data type matching the new type.

89. The apparatus of claim 88, comprising:
means for providing the preferred device of the calling party with a graphical interface for use in entering the new incoming data.

90. The apparatus of claim 87, the means for changing comprising:
means for automatically converting incoming data associated with the first call to new incoming data with a new data type.

91. An apparatus for routing a communication to a preferred device, comprising:
means for receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;
means for retrieving data corresponding to the user using the received information;
means for determining a preferred device of the user based on the retrieved data;
means for initiating a first call to a device of the calling party;
means for initiating a second call to the preferred device of the user; and
means for connecting the first call and second call.

92. An apparatus for routing a communication to a preferred device,

comprising:

means for receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;

means for retrieving data corresponding to the user using the received information;

means for determining a preferred device of the user based on the retrieved data;

means for sending information reflective of the preferred device to a device of the calling party, wherein the device of the calling party establishes communication with the preferred device.

93. An apparatus for looking up information pertaining to a user, comprising:

means for receiving a request for information pertaining to a user;

means for retrieving data corresponding to the user;

means for determining a state of at least one communication line associated with the user;

means for determining a preferred device of the user based on the state; and

means for providing information reflecting the preferred device based on the state.

94. The apparatus of claim 93, comprising:

means for providing the state.

95. The apparatus of claim 93, the means for retrieving comprising:
means for accessing a database for call preference information corresponding to
the user

96. The apparatus of claim 95, comprising:
means for accessing information reflective of the state of the at least one
communication line, the information reflective of the state being associated with the call
preference information.

97. The apparatus of claim 93, the means for determining a preferred
device comprising:

means for determining the preferred device based on a determination that the
state is other than unknown or do not disturb.

98. The apparatus of claim 93, the means for providing information
reflecting the preferred device comprising:

means for providing the information reflecting the preferred device based on a
determination that the state is other than unknown or do not disturb.

99. The apparatus of claim 94, comprising:

means for displaying an indicator reflective of the state on a device associated

with an initiating party.

100. The apparatus of claim 94, comprising:

means for displaying an indicator reflective of the state and an indicator reflective of the preferred device on a device associated with an initiating party.

101. The apparatus of claim 93, comprising:

means for updating an address book to reflect current state and preferred device information.

102. The apparatus of claim 93, comprising:

means for updating address books of customers having an entry corresponding to the user to reflect current state and preferred device information.

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103. An apparatus for routing a communication to a preferred device, comprising:

a memory having a program that receives information pertaining to a communication to a user from a calling party, retrieves data corresponding to the user using the information pertaining to the communication, determines a preferred device of the user based on the retrieved data, ascertains whether the preferred device of the user requires a new mode of delivery, and routes the communication to the preferred device of the user based on the ascertaining; and

a processor that runs the program.

104. An apparatus for routing a communication to a preferred device, comprising:

a memory having a program that: receives information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network; retrieves data corresponding to the user using the received information; determines a preferred device of the user based on the retrieved data; initiates a first call to a device of the calling party; initiates a second call to the preferred device of the user; ascertains whether the preferred device of the user requires a new mode of delivery; and connects the first call and second call based on the ascertaining; and

a processor that runs the program.

105. An apparatus for looking up information pertaining to a user, comprising:

a memory having a program that receives a request for information pertaining to a user, retrieves data corresponding to the user, determines a state of at least one communication line associated with the user, determines a preferred device of the user based on the state and provides information reflecting the preferred device based on the state; and

a processor that runs the program.

106. A computer-readable medium containing instructions for routing a

communication to a preferred device, the method comprising:

receiving information pertaining to a communication to a user from a calling party;

retrieving data corresponding to the user using the information pertaining to the communication;

determining a preferred device of the user based on the retrieved data;

ascertaining whether the preferred device of the user requires a new mode of delivery; and

routing the communication to the preferred device of the user based on the ascertaining.

107. A computer-readable medium containing instructions for routing a communication to a preferred device, the method comprising:

receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;

retrieving data corresponding to the user using the received information;

determining a preferred device of the user based on the retrieved data;

initiating a first call to a device of the calling party;

initiating a second call to the preferred device of the user;

ascertaining whether the preferred device of the user requires a new mode of delivery; and

connecting the first call and second call based on the ascertaining.

108. A computer-readable medium containing instructions for looking up information pertaining to a user, the method comprising:

receiving a request for information pertaining to a user;
retrieving data corresponding to the user;
determining a state of at least one communication line associated with the user;
determining a preferred device of the user based on the state; and
providing information reflecting the preferred device based on the state.

109. An apparatus for routing a communication to a preferred device, comprising:

a first server operable to receive information pertaining to a communication to a user from a calling party, retrieve data corresponding to the user using the information pertaining to the communication, determine a preferred device of the user based on the retrieved data, and ascertain whether the preferred device of the user requires a new mode of delivery; and

a second server operable to route the communication to the preferred device of the user based on the ascertaining.

110. An apparatus for routing a communication to a preferred device, comprising:

a first server operable to: receive information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of

the calling party on a data network; retrieve data corresponding to the user using the received information; determine a preferred device of the user based on the retrieved data; and

a second server operable to initiate a first call to a device of the calling party and initiate a second call to the preferred device of the user, wherein

the first server ascertains whether the preferred device of the user requires a new mode of delivery, and the second server connects the first call and second call based on the ascertaining.

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111. An apparatus for looking up information pertaining to a user, comprising:

a first server operable to receive a request for information pertaining to a user, retrieve data corresponding to the user, determine a state of at least one communication line associated with the user, and determine a preferred device of the user based on the state; and

a second server operable to provide information reflecting the preferred device based on the state.

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112. A system for routing a communication to a preferred device, comprising:

a voice network;

a data network;

a plurality of devices associated with a user; and

a service center operable to: receive information pertaining to a communication to the user from a calling party; retrieve data corresponding to the user using the information pertaining to the communication; determine a preferred device of the user based on the retrieved data, wherein the preferred device is one of the plurality of devices; ascertains whether the preferred device of the user requires a new mode of delivery; and routes the communication to the preferred device of the user based on the ascertaining.

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A system for routing a communication to a preferred device, comprising:

- a voice network;
- a data network;
- a plurality of devices associated with a user; and
- a service center operable to: receive information pertaining to a communication to the user from a calling party, the communication to the user being initiated by an action of the calling party on the data network; retrieve data corresponding to the user using the received information; determine a preferred device of the user based on the retrieved data, wherein the preferred device is one of the plurality of devices; initiate a first call to a device of the calling party; initiate a second call to the preferred device of the user; ascertain whether the preferred device of the user requires a new mode of delivery; and connect the first call and second call based on the ascertaining.

114.

A system for looking up information pertaining to a user, comprising:

a voice network;

a data network;

at least one switch for connecting to a plurality of devices associated with a user;

and

a service center operable to: receive a request for information pertaining to a user; retrieve data corresponding to the user; determine a state of at least one communication line associated with the user; determine a preferred device of the user based on the state, wherein the preferred device is one of the plurality of devices; and provide information reflecting the preferred device based on the state.